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TO **Office of Initial Patent Examination**

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MESSAGE

In re Application of: Robert R. Bushey et al.
 Serial Number: 10/679,214
 Date Filed: October 3, 2003
 Group Art: 2641
 Examiner: Unknown
 Confirmation No. 5961
 Title: *System, Method & Software for a User Responsive Call Center Customer Service Delivery Solution*

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064198.0176PATENT APPLICATION
10/679,214

1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Robert R. Bushey et al.
Serial Number:	10/679,214
Date Filed:	October 3, 2003
Group Art:	2641
Examiner:	Unknown
Confirmation No.	5961
Title:	<i>System, Method & Software for a User Responsive Call Center Customer Service Delivery Solution</i>

VIA FACSIMILE TO 703.746.9195
Attention: Office of Initial Patent Examination
Commissioner for Patents
P.O. Box 1450
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Please correct the Attorney Docket No. by deleting "064198.0102 (T00496)" and replacing with -064198.0176 (T00536)-. A corrected filing receipt is respectfully requested.

AUS01:339623.1

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PATENT APPLICATION
10/679,214

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The Commissioner is hereby authorized to charge any amount required by this paper to Deposit Account No. 50-2148 of Baker Botts L.L.P.

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AUS01:339623.1

PAGE 3/5 * RCVD AT 2/24/2004 5:15:29 PM [Eastern Standard Time] * SVR:USPTO-EFXRF-2.0 * DNIS:7469195 * CSID:5123222688 * DURATION (mm:ss):01:40



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10/679,214	/ 10/03/2003 /	2641	770	064198-0162 (T00496) 064198-0176 (T00536)	5 ✓	20 ✓	3

CONFIRMATION NO. 5961

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FILING RECEIPT



"OC000000011591608"

Date Mailed: 12/31/2003

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

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Assignment For Published Patent Application

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Domestic Priority data as claimed by applicant

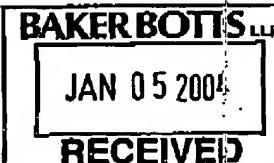
Foreign Applications

If Required, Foreign Filing License Granted: 12/30/2003

Projected Publication Date: 04/07/2005

Non-Publication Request: No

Early Publication Request: No



Title

System, method & software for a user responsive call center customer service delivery solution

Preliminary Class

379

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